Request written confirmation

Subject: Request for written confirmation about my file

Hello,

Following our conversation on [date], I would like written confirmation about [specific question].

Here are the facts I presented to you:
[Factual description, without unnecessary information]

Could you clarify your answer, the applicable conditions or limits and the clauses or documents on which it is based? Please also tell me if you need more information to respond.

I want to make sure I understand your explanations before making any decision.

This request is not an instruction to change or cancel my policy.

Thank you,
[Name]
[File reference]
[Date]